

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MATTHEW JAMES HACKMAN	)	
	)	
COMPLAINANT	)	
	)	
v.	)	CASE NO.
	)	2006-00181
NORTHERN KENTUCKY WATER DISTRICT	)	
	)	
DEFENDANT	)	

ORDER TO SATISFY OR ANSWER

Northern Kentucky Water District ("NKWD") is hereby notified that it has been named as defendant in a formal complaint filed on April 28, 2006, a copy of which is attached hereto.

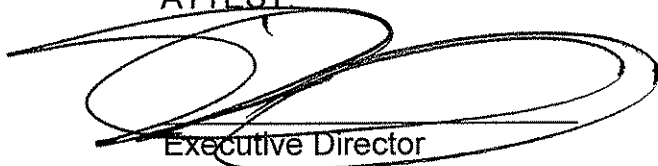
Pursuant to 807 KAR 5:001, Section 12, NKWD is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 4th day of May, 2006.

ATTEST:

By the Commission

  
Executive Director

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

MATTHEW JAMES HACKMAN )  
(Your Full Name) )  
COMPLAINANT )  
VS. )  
Northern Kentucky Water District )  
(Name of Utility) )  
DEFENDANT )

RECEIVED  
APR 28 2006  
PUBLIC SERVICE  
COMMISSION

Case No. 2006-00181

COMPLAINT

The complaint of MATTHEW JAMES HACKMAN respectfully shows:  
(Your Full Name)

(a) MATTHEW JAMES HACKMAN  
(Your Full Name)

6078 SADDLERIDGE, Burlington KY 41005  
(Your Address)

(b) NORTHERN KENTUCKY WATER DISTRICT  
(Name of Utility)

3049 DEXIE HWY, EDGEWOOD, KY 41017  
(Address of Utility)

(c) That: SEE ATTACHMENT 1  
(Describe here, attaching additional sheets if necessary,

the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Continued on Next Page

Formal Complaint

MATTHEW J. HACKMAN vs. NORTHERN KENTUCKY WATER DISTRICT

Page 2 of 2

Wherefore, complainant asks SEE ATTACHMENT 2  
(Specifically state the relief desired.)

Dated at Burlington, Kentucky, this 25th day  
(Your City)

of APRIL, 19 2006  
(Month)



(Your Signature)

(Name and address of attorney, if any)

## **ATTACHMENT 1**

### **Description of Complaint for Matthew J. Hackman:**

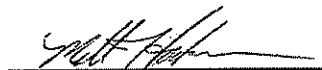
I contacted the Northern Kentucky Water District to have water service turned on at a home that I purchased at 6306 Four Mile Pike, in Melbourne KY 41059. Northern Kentucky Water District personnel turned on the water service at the meter. When I checked at the house later that day there was no flow of water at the house. Again, I contacted the Northern Kentucky Water District to have them check the pressure at the meter. This time I was present when they checked, and there was no pressure at the meter. The service person informed me that he would check into the problem.

Several days later I received a message indicating that a break was found in the line between the water main and the meter. The meter was located on the west side of Four Mile Creek, and the water main is located on the east side of Four mile creek. I was informed that the break occurred in the middle of the creek, and that the meter was to be moved to the other side of the break (the east side of the creek). When I contested the move of the meter with the Northern Kentucky Water District I met with personnel on site and the meter had already been moved. The Northern Kentucky Water District personnel showed me a utility map that showed the location of the meter to be 143 feet from the water main, and tried to convince me that the new location was consistent with 143 feet. When I pointed out that the new location was more like 40 feet from the water main he agreed, but denied knowing all of the details. The Northern Kentucky Water District personnel informed me that I would be responsible to repair the break under the creek and reconnect water service at the new location and that the Northern Kentucky Water District would do nothing more.

I contacted John Dohagen with the Public Service Commission to have the matter investigated. After John Dohagen contacted the Northern Kentucky Water District, I received a call from Mark Lofland of the Northern Kentucky Water District informing me that they now have a utility map indicating that the water meter should be located about 40 feet from the water main, and that they will not repair the broken water line. I have subsequently been informed that my only resolution is to file a formal complaint.

The movement of the meter from its original location to the present location places me at an undue hardship. This makes it necessary that I add a significant amount of additional water line from the previous meter location to the new meter location and route the line under Four Mile Creek. From informal inquiries to determine the cost to do this I have been told that this would cost a minimum of \$125.00 per foot in addition to the cost of materials and hookup. The distance is between 70 and 100 feet.

**Matthew J. Hackman**



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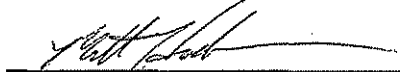
4/25/2006

**ATTACHMENT 2**

**Description of relief desired by Matthew J. Hackman:**

I ask that the meter be placed back in its original location and that the broken water line be repaired.

**Matthew J. Hackman**

A handwritten signature in black ink, appearing to read "Matthew J. Hackman", is written over a horizontal line.

**4/25/2006**